

San José State University
Department of Justice Studies
JS107-01, Justice Management and Ethics Spring 2017

Course and Contact Information

Instructor:	Susie M. Rivera, J.D., M.S., CPCC
Office Location:	MQH 508
Telephone:	408-206-3556
Email:	Susie.Rivera@sjsu.edu (canvas messaging is preferred method of communications)
Office Hours:	Mondays and Wednesdays 6-7pm; Fridays online 9-11am; and by appointment
Class Days/Time:	online
Classroom:	online
Prerequisites:	Upper division standing

Course Format

Online Courses-Technology Intensive

This is an online course, you must have access to Internet connectivity and technology requirements, such as computer, special hardware devices or software apps that students must have to participate in the classroom activities and/or submit assignments. You must access canvas online to participate in the class. See [University Policy F13-2](http://www.sjsu.edu/senate/docs/F13-2.pdf) at <http://www.sjsu.edu/senate/docs/F13-2.pdf> for more details.

Faculty Web Page and MYSJSU Messaging

Course materials such as syllabus, handouts, notes, assignment instructions, etc. can be found on my faculty web page at <http://www.sjsu.edu/people/Susie.Rivera> and/or on [Canvas Learning Management System course login website](http://sjsu.instructure.com) at <http://sjsu.instructure.com>. You are responsible for regularly checking with the messaging system through [MySJSU](http://my.sjsu.edu) at <http://my.sjsu.edu> (or other communication system as indicated by the instructor) to learn of any updates. All course materials are posted in Microsoft Office or Adobe PDF format; you will need Adobe Acrobat Reader to view PDF documents.

E-mail Policy

Feel free to e-mail the instructor at any time (I check often); however, please adhere to the e-mail guidelines below:
1. Please include in the “subject line” the course number, your name, and a specific description of your inquiry or comment (e.g., JS107, Your Name, and subject). The instructor **will not** respond to “**no subject**” e-mails, or any e-mail where the student is not identified in either the subject line or body of the e-mail. You can message me through the canvas function which will send me an alert in my email box.

2. Any e-mailed assignments must be sent in one of the following formats as a separate attachment: Microsoft Word (*.doc or *.docx), Microsoft Works (*.wps), or in rich text format (*.rtf). Please **do not** copy and paste any assignments into an e-mail, they will not be accepted. Always retain a copy of any e-mail with an assignment attached as proof of submission. All assignments will be submitted on canvas unless instructor gives other instructions,

Justice Studies Department Reading and Writing Philosophy

The Department of Justice Studies is committed to scholarly excellence. Therefore, the Department promotes academic, critical, and creative engagement with language (i.e., reading and writing) throughout its curriculum. A sustained and intensive exploration of language prepares students to think critically and to act meaningfully in interrelated areas of their lives—personal, professional, economic, social, political, ethical, and cultural. Graduates of the Department of Justice Studies leave San José State University prepared to enter a range of careers and for advanced study in a variety of fields; they are prepared to more effectively identify and ameliorate injustice in their personal, professional and civic lives. Indeed, the impact of literacy is evident not only within the span of a specific course, semester, or academic program but also over the span of a lifetime.

Course Description

This course will engage the student in an analysis of the theory and practice of managing justice system agencies, including organizational change and contemporary issues. An in-depth examination of ethical challenges in managing justice agencies and strategies for ensuring ethical practices will also be explored. Students will become more informed critics and analysts of justice management.

Prerequisites: Upper Division Standing; JS 10, 11, 12, or 25; 100w

Note: Must achieve a grade of "C" or better to fulfill Justice Studies major requirements.

For core courses (JS 101, 102, 114, 151, and 189 or FS 169): Justice Studies majors have only two opportunities to pass this course with a C or better. Any student with a final grade that is C- or lower on the first attempt will be placed on administrative probation with a registration hold. Any repeating student with a final grade that is C- or lower will be disqualified from the Justice Studies degree program.

Class Learning Objectives

Upon successful completion of this course, students will be able to:

CLO1 demonstrate substantive knowledge about the service quality approach to justice management throughout the criminal justice system.

CLO2 demonstrate the ability to objectively and critically analyze the pros and cons of traditional closed- systems versus open-systems, including organizational changes and development.

CLO3 demonstrate a thorough understanding of the constraints placed on the field of criminal justice, and how they relate to and impact decisions made by line staff and managers.

CLO4 Students should read, write, and contribute to discussion at a skilled and capable level.

Required Texts/Readings

1. **Required Textbook** (Available at the Spartan Bookstore; ISBN: 9781483350707)
2. Allen, J. M., & Sawhney, R. (2015). *Administration and management in criminal justice: A service quality approach* (2nd Ed.). Thousand Oaks, CA: SAGE Publications, Inc.
3. **Other Readings**

Chapter outlines and summaries; Chapter Power Points

Additional readings will be assigned throughout the semester and will be posted on canvas; emailed; in class or students will locate materials per instructor's instructions.

Other technology requirements / equipment / material

Access to internet and computer is required for this course. This is an online course and you will need to access the course online and have appropriate Microsoft Office or equivalent to properly upload assignments to canvas. Please come to instructor's office hours at least once during the semester to ensure that you are on track and understand the coursework.

Library Liaison

Silke Higgins, silke.higgins@sjsu.edu, (408) 808-2118
<http://libguides.sjsu.edu/justicestudies>

Course Requirements and Assignments

Success in this course is based on the expectation that students will spend, for each unit of credit, a minimum of forty- five hours over the length of the course (normally 3 hours per unit per week with 1 of the hours used for lecture) for instruction or preparation/studying or course related activities including but not limited to internships, labs, clinical practica. Other course structures will have equivalent workload expectations as described in the syllabus.

Written Assignments

General formatting requirements for written assignments include a cover page, page numbering, 1" margins, strict double-spacing, and Times New Roman 12pt. font. All assignments must be written in formal English, with college-level writing mechanics, and APA-style formatting, inclusive of in-text citations and references. Written assignments must be submitted to Canvas unless otherwise noted by the instructor. Written assignments uploaded to Canvas must be in one of the following word processing file formats: Microsoft Word (*.doc or *.docx).

More details about student workload can be found in [University Policy S12-3](http://www.sjsu.edu/senate/docs/S12-3.pdf) at <http://www.sjsu.edu/senate/docs/S12-3.pdf>.

Readings, Lecture Slides, Lecture Outlines

Students are expected and required to complete all assigned readings, review lecture slides, and review lecture outlines. [CLO 1, 2, 4, and 6]

Class Canvas Discussions

Students will be required to post original comments in response to chapter topics posted by the instructor in the Discussions component of Canvas. Chosen topics will directly relate to readings. A set time frame will be in place for posting of comments; students will only be able to post during said time frames. Full credit (i.e., points) for each posted chapter topic will require (1) substantive post per chapter and (1) response to a classmate per chapter. For example, if there are (2) chapters included in a discussion board then you will post an original response for each chapter and then respond to a classmate for each chapter, this will result in a total of (4) postings per assignment. See course schedule for topic posting dates, and check canvas. [CLO 2 and 5]

Quizzes on Canvas

Students should complete the readings prior to the date by which they appear on the syllabus. Quizzes will be completed online via Canvas, and will be available for specific windows of time. Once a student begins a quiz, a limited amount of time will be given to complete it. See the course agenda for more information. [CLO 4]

Midterm and Final Exam

Students will be required to complete online midterm and final essay exams covering assigned course readings, and other assigned materials. [CLO 1]

Interview Essay

This essay (observational/interview essay) will be 3-4-pages in length, on the experience that the student has during an observation of some part of the justice system or an interview with someone in the justice system. A list of possible opportunities will be discussed in class. This essay is 10% of the final course grade. Focus questions will be provided for this assignment. See the course schedule for the due date. [CLO 4]

Grading Policy and Late Submissions

Written assignments will primarily be graded on content; however, poor writing mechanics and APA formatting will result in a moderate point deduction. In order to demonstrate comprehension of the course material, one must be able to write in a clear and effective manner. Always carefully proofread your assignments before submitting them. Late assignment submissions will not be accepted without a documented, verifiable, and valid reason. Assistance with APA can be found at: <http://owl.english.purdue.edu/owl/resource/560/01/>

Assignments and Grading Policy

Summary of Assignments

Assignment	Due Date	Percentage of Final Grade
Essay Interview (3-4 page)	April 5 th	10%
Canvas Discussion Boards	See Schedule	15%
Quizzes on Canvas	See Schedule	15%
Midterm	March 20 th	30%
Final Exam	May 19 th	30%
		100%

Overview of Participation – What constitutes participation for an online course?

In order to participate in an online course, one must: (1) regularly access the Canvas page for the course; (2) pay close attention to the module prerequisites (i.e., what must be accomplished before accessing the next module) and module completion requirements; (3) be very mindful of due dates and times for all time-restricted components of the course; and (4) carefully read the syllabus, fully read all announcements made by the instructor via Canvas, read all directions for course components. Beyond the completion of assigned readings, sufficient time must be spent contemplating the material for the purpose of being prepared to participate in Canvas Discussions, to complete quizzes, and exams.

Assignments/Exam

General formatting requirements for written assignments include a cover page, page numbering, 1” margins, double-spacing, and Times New Roman font. All assignments must be written in formal English, with college-level writing mechanics and APA-style formatting, inclusive of in-text citations and references. All assignments must be submitted on canvas by deadlines. If assignments are submitted via e-mail as an attachment, it must be in one of the following formats: MS Works (*.wps), MS Word (*.doc or *.docx), or Rich Text Format (*.rtf). Copied and pasted assignments, into the body of an e-mail, will not be accepted.

Course Grade Determination

Percentage	Grade
98.0 to 100	A plus
93.0 to 97.99	A
90.0 to 92.99	A minus
88.0 to 89.99	B plus
83 to 87.99	B
80.0 to 82.99	B minus
78 to 79.99	C plus
73.0 to 77.99	C
70.0 to 72.99	C minus
68 to 69.99	D plus
63 to 67.99	D
00.0 to 62.99	F
365/500 pts minimum to pass the class	C 73%

NOTE that [University policy F69-24](http://www.sjsu.edu/senate/docs/F69-24.pdf) at <http://www.sjsu.edu/senate/docs/F69-24.pdf> states that “Students should attend all meetings of their classes, not only because they are responsible for material discussed therein, but because active participation is frequently essential to insure maximum benefit for all members of the class. Attendance per se shall not be used as a criterion for grading.”

“This course must be passed with a C or better as a CSU graduation requirement.”

“Students are strongly encouraged to take courses to satisfy GE Areas R, S, and V from departments other than their major department. Passage of the Writing Skills Test (WST) or ENGL/LLD 100A with a C or better (C - not accepted), and completion of Core General Education are prerequisite to all SJSU Studies courses. Completion of, or co-- - registration in, 100W is strongly recommended. A minimum aggregate GPA of 2.0 in GE Areas R, S, & V shall be required of all students.” See [University Policy S14-5](http://www.sjsu.edu/senate/docs/S14-5.pdf) at <http://www.sjsu.edu/senate/docs/S14-5.pdf>.

Note that “All students have the right, within a reasonable time, to know their academic scores, to review their grade-dependent work, and to be provided with explanations for the determination of their course grades.” See [University Policy F13-1](http://www.sjsu.edu/senate/docs/F13-1.pdf) at <http://www.sjsu.edu/senate/docs/F13-1.pdf> for more details.

Grading Information

Content Grading Rubric

High Score: *Excellent presentation with insightful, well-reasoned analysis and discussion that demonstrates a clear understanding of the reading(s), the issue(s) and the purpose of the assignment.*

Above Average Score: *Good presentation, with somewhat less consistency but clearly demonstrates an understanding of the assignment, the issue(s) and the reading(s).*

Average Score: *Adequate demonstration of basic understanding of the assignment, issue(s), and reading(s), but needs improvement. Ideas may be underdeveloped or writing may have serious grammar or APA-related issues.*

Failing Score: *The submission of incomplete work, or the inability to demonstrate an understanding of the assignment, reading(s) or issue(s). The inability of effectively, articulating an appropriate response to the assignment.*

Late Assignment Policy and Extra Credit

*All assignments are due on the specified due date and time, unless instructed otherwise. Submission of a late assignment will not be accepted for credit. As all assignments must be submitted to pass the course, late assignments without a legitimate reason will still be accepted; however, no credit (i.e., points) will be assigned. **Generally I do not offer Extra credit options, however, if an opportunity comes up as a good extra credit option (e.g. Ann Lucas Lecture Series), I will provide the instructions and opportunity to all students.***

Classroom Protocol (Apply these concepts to this online course)

1. Students are expected to: attend all class meetings, arrive on time, stay for the duration of the class period, complete all readings and assignments in accordance with the dates on the course schedule. Frequently showing up late to class and/or leaving early is a disruption, and a violation of the student code of conduct.
2. Students are responsible for all missed notes, materials and announcements due to absence (i.e., do not e-mail the instructor asking about what you missed). You are encouraged to exchange contact information with someone in class just in case.
3. Students are responsible to bring all course materials relevant to the course.
4. Be prepared to participate in discussions and take careful notes. Note: participation does not include simply occupying a seat, nodding, shaking one's head, or simply repeating what someone else has already contributed. Substantive contributions that foster an atmosphere of open discussion conducive to learning constitutes participation.
5. Students may not record lectures without permission from the instructor.
6. Students caught sleeping during class (which is a distraction for other students) will be woken up, and promptly asked to leave class.
7. There will be no emailing, web-browsing, text messaging or sending of pictures/videos on cell phones, netbooks, laptops or other electronic devices during class—please do this on your own time. Students caught doing so will be asked to leave class, and will not be allowed to have their respective electronic devices present during class for the remainder of the semester.
8. Cell phone calls must be taken outside of the classroom, and only under emergency or special circumstances.
9. As a matter of courtesy, please turn off or silence the sound on all electronic devices that may make noise during class.
10. Just use common sense, be courteous and ready to learn. ☺

University Policies

Per University Policy S16-9, university-wide policy information relevant to all courses, such as academic integrity, accommodations, etc. will be available on Office of Graduate and Undergraduate Programs' [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo/) at <http://www.sjsu.edu/gup/syllabusinfo/>"

General Expectations, Rights and Responsibilities of the Student

As members of the academic community, students accept both the rights and responsibilities incumbent upon all members of the institution. Students are encouraged to familiarize themselves with SJSU's policies and practices pertaining to the procedures to follow if and when questions or concerns about a class arises. See [University Policy S90-5](http://www.sjsu.edu/senate/docs/S90-5.pdf) at <http://www.sjsu.edu/senate/docs/S90-5.pdf>. More detailed information on a variety of related topics is available in the [SJSU catalog](http://info.sjsu.edu/web-dbgen/narr/catalog/rec-12234.12506.html), at <http://info.sjsu.edu/web-dbgen/narr/catalog/rec-12234.12506.html>. In general, it is recommended that students begin by seeking clarification or discussing concerns with their instructor. If such conversation is not possible, or if it does not serve to address the issue, it is recommended that the student contact the Department Chair as a next step.

Dropping and Adding

Students are responsible for understanding the policies and procedures about add/drop, grade forgiveness, etc. Refer to the current semester's [Catalog Policies](http://info.sjsu.edu/static/catalog/policies.html) section at <http://info.sjsu.edu/static/catalog/policies.html>. Add/drop deadlines can be found on the current academic year calendars document on the [Academic Calendars webpage](http://www.sjsu.edu/provost/services/academic_calendars/) at http://www.sjsu.edu/provost/services/academic_calendars/. The [Late Drop Policy](http://www.sjsu.edu/aars/policies/latedrops/policy/) is available at <http://www.sjsu.edu/aars/policies/latedrops/policy/>. Students should be aware of the current deadlines and penalties for dropping classes.

Information about the latest changes and news is available at the [Advising Hub](http://www.sjsu.edu/advising/) at <http://www.sjsu.edu/advising/>.

Consent for Recording of Class and Public Sharing of Instructor Material

[University Policy S12-7](http://www.sjsu.edu/senate/docs/S12-7.pdf), <http://www.sjsu.edu/senate/docs/S12-7.pdf>, requires students to obtain instructor's permission to record the course and the following items to be included in the syllabus:

- “Common courtesy and professional behavior dictate that you notify someone when you are recording him/her. You must obtain the instructor's permission to make audio or video recordings in this class. Such permission allows the recordings to be used for your private, study purposes only. The recordings are the intellectual property of the instructor; you have not been given any rights to reproduce or distribute the material.”
 - Students must request permission by email and shall not record until permission is granted.
 - In classes where active participation of students or guests may be on the recording, permission of those students or guests should be obtained as well.
- “Course material developed by the instructor is the intellectual property of the instructor and cannot be shared publicly without his/her approval. You may not publicly share or upload instructor generated material for this course such as exam questions, lecture notes, or homework solutions without instructor consent.”

Academic integrity

Your commitment, as a student, to learning is evidenced by your enrollment at San Jose State University. The [University Academic Integrity Policy S07-2](http://www.sjsu.edu/senate/docs/S07-2.pdf) at <http://www.sjsu.edu/senate/docs/S07-2.pdf> requires you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of Student Conduct and Ethical Development. The [Student Conduct and Ethical Development website](http://www.sjsu.edu/studentconduct/) is available at <http://www.sjsu.edu/studentconduct/>.

Campus Policy in Compliance with the American Disabilities Act

If you need course adaptations or accommodations because of a disability, or if you need to make special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible,

or see me during office hours. [Presidential Directive 97-03](http://www.sjsu.edu/president/docs/directives/PD_1997-03.pdf) at http://www.sjsu.edu/president/docs/directives/PD_1997-03.pdf requires that students with disabilities requesting accommodations must register with the [Accessible Education Center](http://www.sjsu.edu/aec) (AEC) at <http://www.sjsu.edu/aec> to establish a record of their disability.

Accommodation to Students' Religious Holidays

San José State University shall provide accommodation on any graded class work or activities for students wishing to observe religious holidays when such observances require students to be absent from class. It is the responsibility of the student to inform the instructor, in writing, about such holidays before the add deadline at the start of each semester. If such holidays occur before the add deadline, the student must notify the instructor, in writing, at least three days before the date that he/she will be absent. It is the responsibility of the instructor to make every reasonable effort to honor the student request without penalty, and of the student to make up the work missed. See [University Policy S14-7](http://www.sjsu.edu/senate/docs/S14-7.pdf) at <http://www.sjsu.edu/senate/docs/S14-7.pdf>.

Student Technology Resources

Computer labs for student use are available in the [Academic Success Center](http://www.sjsu.edu/at/asc/) at <http://www.sjsu.edu/at/asc/> located on the 1st floor of Clark Hall and in the Associated Students Lab on the 2nd floor of the Student Union. Additional computer labs may be available in your department/college. Computers are also available in the Martin Luther King Library. A wide variety of audio-visual equipment is available for student checkout from Media Services located in IRC 112. These items include DV and HD digital camcorders; digital still cameras; video, slide and overhead projectors; DVD, CD, and audiotape players; sound systems, wireless microphones, projection screens and monitors.

SJSU Peer Connections

Peer Connections, a campus-wide resource for mentoring and tutoring, strives to inspire students to develop their potential as independent learners while they learn to successfully navigate through their university experience. You are encouraged to take advantage of their services which include course-content based tutoring, enhanced study and time management skills, more effective critical thinking strategies, decision making and problem-solving abilities, and campus resource referrals.

In addition to offering small group, individual, and drop-in tutoring for a number of undergraduate courses, consultation with mentors is available on a drop-in or by appointment basis. Workshops are offered on a wide variety of topics including preparing for the Writing Skills Test (WST), improving your learning and memory, alleviating procrastination, surviving your first semester at SJSU, and other related topics. A computer lab and study space are also available for student use in Room 600 of Student Services Center (SSC).

Peer Connections is located in three locations: SSC, Room 600 (10th Street Garage on the corner of 10th and San Fernando Street), at the 1st floor entrance of Clark Hall, and in the Living Learning Center (LLC) in Campus Village Housing Building B. Visit [Peer Connections website](http://peerconnections.sjsu.edu) at <http://peerconnections.sjsu.edu> for more information.

SJSU Writing Center

The SJSU Writing Center is located in Clark Hall, Suite 126. All Writing Specialists have gone through a rigorous hiring process, and they are well trained to assist all students at all levels within all disciplines to become better writers. In addition to one-on-one tutoring services, the Writing Center also offers workshops every semester on a variety of writing topics. To make an appointment or to refer to the numerous online resources offered through the Writing Center, visit the [Writing Center website](#) at

<http://www.sjsu.edu/writingcenter>. For additional resources and updated information, follow the Writing Center on Twitter and become a fan of the SJSU Writing Center on Facebook. (Note: You need to have a QR Reader to



scan this code.)

SJSU Counseling Services

The SJSU Counseling Services is located on the corner of 7th Street and San Fernando Street, in Room 201, Administration Building. Professional psychologists, social workers, and counselors are available to provide consultations on issues of student mental health, campus climate or psychological and academic issues on an individual, couple, or group basis. To schedule an appointment or learn more information, visit [Counseling Services website](#) at <http://www.sjsu.edu/counseling>.

CASA Student Success Center

The Student Success Center in the College of Applied Sciences and Arts (CASA) provides advising for undergraduate students majoring or wanting to major in programs offered in CASA Departments and Schools.

All CASA students and students who would like to be in CASA are invited to stop by the Center for general education advising, help with changing majors, academic policy related questions, meeting with peer advisors, and/or attending various regularly scheduled presentations and workshops. Looking for academic advice or maybe just some tips about how to navigate your way around SJSU? Check out the CASA Student Success Center! It's also a great place to study, and you can check out laptops.

Location: MacQuarrie Hall (MH) 533 - top floor of MacQuarrie Hall. Contact information: [408.924.2910](tel:408.924.2910).

Website: <http://www.sjsu.edu/casa/ssc/>.

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Course Schedule

The following course schedule is subject to change; advance notice of any changes will be provided via email as early as possible.

Course Schedule

Week	Date	Topics, Readings, Assignments, Deadlines
1	1/26	Course introduction. Review of syllabus, discussion of assignments and expectations of class, introduction lecture Readings: Syllabus and get your book and begin reading!
2	1/30	Topic: Defining Management and Organization Reading: Ch 1
2	2/1	Topic: Defining Management and Organization Reading: Ch 1
3	2/6	Topic: Open Versus Closed Systems Reading: Ch 2
3	2/8	Topic: Open Versus Closed Systems Reading: Ch 2
4	2/13	Topic: Service Quality Approach Reading: Ch 3
4	2/15	Topic: Service Quality Approach Reading: Ch 3 Assignment: Canvas Discussion #1 (Ch.1 and 2): Open from 2/15/17(12:01AM) through 2/17/17 (11:59 PM) Canvas Quiz #1 (Ch.1 and 2): Open from 2/15 (12:01AM) through 2/15 (11:59PM)
5	2/20	Topic: Environmental Influences Reading: Ch 4
5	2/22	Topic: Environmental Influences Reading: Ch 4
6	2/27	Topic: Conflict, Power, and Ethical Issues Reading: Ch 5
6	3/1	Topic: Conflict Power and Ethical Issues Reading: Ch. 5

Week	Date	Topics, Readings, Assignments, Deadlines
7	3/6	Topic: Motivation Reading: Ch. 6
7	3/8	Topic: Motivation Reading: Ch 6 Assignment: Canvas Discussion #2 (Ch. 3 and 4): Open from 3/8 (12:01AM) through 3/10 (11:59PM). Canvas Quiz#2 (Ch.3 and 4): Open from 3/8 (12:01AM) through 3/8 (11:59PM)
8	3/13	Topic: Leadership Reading Ch.7
8	3/15	Topic: Leadership Reading: Ch 7 Assignment: Canvas Discussion #3 (Ch.5. and 6): Open from 3/15 (12:01AM) through 3/17 (11:59PM) Canvas Quiz #3 (Ch.5 and 6): Open from 3/15 (12:01AM) through 3/15 (11:59PM)
9	3/20	Midterm Exam (Ch.1-7) Open from 3/20 (12:01AM) through 3/22 (11:59PM)
9	3/22	Topic: Communication Reading: Ch 8
10	3/27-3/31	Spring Break
11	4/3	Topic: Police Administration Reading: Ch 9 Assignment: Canvas Discussion #4 (Ch.7 and 8): Open from 4/3(12:01AM) through 4/5 (11:59PM) Canvas Quiz#4 (Ch 7 and 8): Open from 4/5 (12:01AM) through 4/5 (11:59PM)
11	4/5	Topic: Police Administration Reading: Ch.9 Assignment: Interview Essay Due 11:59PM (4/5/17)
12	4/10	Topic: Courts Reading: Ch 10
13	4/17	Topic: Probation and Parole Reading: Ch 11
13	4/19	Topic: Prisons, Jails, and Detention Centers Reading: Ch 12 Assignment: Canvas Discussion #5 (Ch. 9, 10 and 11): Open from 4/19 (12:01AM) through 4/21 (11:59PM). Canvas Quiz #5 (Ch 9, 10 and 11): Open from 4/19 (12:01AM) through 4/19 (11:59PM).
14	4/24	Topic: Prisons, Jails and Detention Centers Reading: Ch 12

Week	Date	Topics, Readings, Assignments, Deadlines
14	4/26	Topic: Security Management Might have a guest speaker option in person or may post online Reading: Ch 13
15	5/1	Topic: Security Management Reading: Ch 13
15	5/3	Topic: Measuring Organizational Effectiveness and Service Quality Approach Reading: Ch 14
16	5/8	Topic: Measuring Organizational Effectiveness and Service Quality Approach Reading: Ch 14
16	5/10	Assignment: Canvas Discussion #6 (Ch 12, 13, and 14): Open from 5/10 (12:01AM) through 5/15 (11:59PM) Canvas Quiz #6 (Ch 12, 13, and 14): Open from 5/10 (12:01AM) through 5/10 (11:59PM).
Last Class	5/16	Review and Study for your FINAL EXAM!
Final Exam	5/19	Final exam is available 5/19 (5:15PM-7:30PM) PLEASE NOTE TIME OF FINAL EXAM! Chapter 8-14 will be on the final exam. You will have 2 hours to complete the exam, please be sure to have reliable internet connection for your exam and be available to sign in during the time above. Make up Final Exams are scheduled for 5/25/17